NOVA SCOTIA
NOUVELLE-ÉCOSSE

Community Services
Services communautaires

2012-2013 French-language Services Plan

Message from the Deputy Minister

Bonjour!

On behalf of Nova Scotia's Department of Community Services and housing authorities (DCS/HA), I am pleased to present our French-Language Services Plan for 2012-2013.

In collaboration with other designated public institutions, third-party service providers, and Acadian Affairs we are committed to continually increasing Acadian and francophone community access to our services in their own language.

We have certainly made great strides in translating much of our public information. We have also been actively training and identifying bilingual staff who can serve clients in French. This plan will ensure all translated French material is readily available and effectively distributed. We encourage and support our bilingual staff to utilize this valued capacity improving on our client service delivery.

The Acadian and francophone community play a vital role in the cultural wealth of this province. Our aim is to simply be an integral part of its growth by making measurable and sustainable advances for this and future generations.

Merci

Robert Wood

Table 1 – Progress in Reaching Goals and Objectives for 2011-2012: (Community Services/Housing Authorities)

Progress achieved in French-language services development and delivery is presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2009-2013.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2011-2012	Planned Measures – 2011-2012	Progress in Reaching Goals and Objectives for 2011-2012
Objective 1 –Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	**1.1 – Administrative and Policy Framework** Acadian Affairs and its Minister fulfill their obligations pursuant to the French-language Services Act and Regs.	** Applies to Acadian Affairs*	** Applies to Acadian Affairs*	** Applies to Acadian Affairs*
	1.2 – Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.	1.2 Fulfill obligations determined in the French-language Services Act and enhance departmental capacity to deliver French-language Services.	- Support the work of the Office of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-language Services Coordinating Committee and sub committees. -FLS Coordinator will continue to serve on interdepartmental FLS Coordinating Sub Committees as needed. Will assist in development of FL Training evaluation.	-The Department of Community Services and Housing Authorities (DCS/HA) supported the work of the Office of Acadian Affaires as active participants on the French–Language Services (FLS) Coordinating Committee. FLS coordinator attended 10 out of 10 meetings. -Coordinator also served on FLS Coordinating Committee's Human Resources (HR)/Training Sub-Committee attending all six sub-committee meetings. French language Human Resources Guidelines were developed and rolled out in 2011. These were presented DCS Human Resources team and Regional Management teams. Bilingual postings will now be tracked and reported on annually. - DCS/HA is represented on Réseau de développement économique et employabilité Nouvelle-Écosse by bilingual ESIA caseworker.
			-Our own organization's French language Training and Translation Protocols will be revised, distributed and posted on DCS/HA intranet site.	-DCS/HA French-language Services Translation and Training Protocols were revised via input from Workplace Initiatives' Provincial Advisory Committee. These were distributed throughout our organization and posted on DCS/HA Intranet site.
			-FLS Coordinator will continue to serve on Réseau Santé in partnership with OAA and Department of Health and Wellness.	- FLS Coordinator attended 100 per cent of Réseau Santé's board of directors' meetings. Also coordinated an information sharing session between DCS' Community Supports for Adults, Policy & Information Management, Child and Youth Strategy and Réseau Santé. DCS/HA were represented at Réseau Santé's AGM.
Objective 2 –Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	**2.1 – Consultations** Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.	2.1 Provide opportunities for Acadians and francophone community to contribute in provincial consultations.	-Child Welfare will conduct a survey of all children in care. It will identify French speaking children in care which will assist with developing permanency plans. -ECDS will conduct information sessions on the Food and Nutrition Standards and Guidelines in French.	-The Minister's Advisory Committee on the Children and Family Services Act and Adoption Information Act actively recruited the Acadian community through the Acadian School Board. - Although Early Childhood Development Services (ECDS) did not engage in consultation during 2011/12, information sessions were offered in French on the new Day Care Regulations as well as the Food and Nutrition Standards and Guidelines. - Information sharing session was held between Executive Directors of Family and Community Supports, Child and Youth Strategy (C&Y), and

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				Policy and Information Management and the Réseau de la Petite enfance – N-É.
			-Presentations and training on Child Abuse Protocol will be offered in French.	-Child Abuse Protocol is in process of being translated.
			-ECDS will support Child Care Connections NS Conference ensuring sessions are held in French.	- ECDS, in partnership with Acadian Affairs, funded the Child Care Connections NS Conference providing for French translation of workshop sessions and conference website.
			-Child & Youth Strategy will focus on increased Acadian and francophone participation at the Provincial Youth Summit to be held in Fall 2011	- Francophone and Acadian youth were included in Leaders of Today (LOT) provincial youth network/ summit. This event provided opportunities for young people to inform government of their needs, opinions and desires when it comes to services impacting youth. Translation services were provided. As a result, students from two schools in Antigonish and Guysborough counties are now working with local DHA staff on translation of sexual health information into French to better support the needs of gay, bi-sexual, transgender and questioning youth. - Acadian and francophone Community Stakeholders participated in Tri-County Child & Youth Action Committee priority setting sessions in Digby, Yarmouth and Barrington. - Acadian youth representatives sit on at least two community and regional tables within the C&Y Strategy's governance model. - The C&Y Strategy also supported the Conseil jeunesse provincial de la Nouvelle-Écosse examination of best practices for Acadian youth engagement with their elders and their communities at large.
	2.2 – Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in French; they promote services in French to the public.	2.2 Increase employee awareness of French-language Services and Acadian culture and the francophone community.	-Revise FL Training, Translation and Communication Protocols and post on DCS/HA intranet site	- In collaboration with the WorkingWell Provincial advisory committee, both the training and translation protocols were revised and posted to the DCS/HA intranet site in June 2011. Communications is presently involved in revising our FLS communication protocol. -Ensured staff awareness of FLS Training, *Acadie at a Glance* and *Bonjour! Awards for Excellence in French-language Services.* Information was disseminated via managers and directors and posted to DCS/HA intranet site.
			-Expand National Acadian Day celebrations to all DCS/HA located in areas with high francophone concentration.	- WorkingWell Committee and FLS held the 4th annual DCS/HA National Acadian Day observance in seven sites across the province on August 15th. Two-hundred and thirty (230) DCS and Housing Authorities staff attended the commemoration. Event summary and recommendations posted to DCS/HA intranet site.
			Will promote and track DCS/HA participation in FL Training, French Lunch and Learns & *Acadie at a Glance* workshops.	-Seventeen (17) DCS/HA staff attended Réseau Santé and Acadian Affairs' *Acadie at a Glance* workshop this past year.
	2.3 –Communications with the Public	2.3 Increase public awareness of the approach	- DCS/HA will assure representation at Acadian and francophone community organizations and 3rd party service providers' AGMs ie;	-Early Childhood Development Services in partnership with CSAP offered province wide French information session on the new Daycare Regulations

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	Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.	by government to provide French-language Services.	FANE, FPANE etc.	via video conferencing system – 21 Early Child Care providers attended. - DCS/HA were invited and attended many community organization and 3rd party services providers' AGMs. We were represented at AGMs of the Acadian Federation of NS (FANE), FFANE, FPANE, Réseau Santé and CPRPS. Also attended the *Bonjour! Awards for Excellence in French-language Services* and the opening of the PEB Community Centre. - Presentation done in French to Immigration francophone Nouvelle-Écosse on DCS/HA programs. Information on housing services, employment support and income assistance, and early childhood development was presented by staff with the appropriate program knowledge who also happened to be bilingual.
			-C&Y Strategy's Annual Report Publication will be translated into French.	-The C&Y Strategy 2012 annual report and the 2012 Annual Child and Youth Symposium proceedings of the Eastern Gay Straight Alliance Symposium were translated into French. These were distributed to community groups and posted to the DCS/HA website.
			- Acadian and francophone Early Child Care Centres, Family Home Day care providers and Agencies and Early Childhood Education program will have access to training opportunities and tools in French. -Early Childhood Development program initiatives: -Translation of documents pertaining to the tools resources for the Food and Nutrition Standards. -Translation of Orientation for Child Care Staff Working in Licensed Facilities. - Translation of revised Child Abuse Protocol. - Translation of information pertaining to "Policy Document: A Guide for Regulated Child Care Settings" (sample policies for child care programs).	-ECDS translated and made available the *Manual for Food and Nutrition in Regulated Child Care Settings* & cover memo. Also translated; *Nutrition Calculations, Parent's Guide to the Standards for Food and Nutrition in Regulated Child Care Settings, Snack Ideas for Infants and Sandwich Ideas for Child Care Centers.* - *Orientation for Child Care Staff Working in Licensed Facilities* in process of being translated. - *Day Care Regulations & accompanying standards translated* and information sessions on these held in French. - National Child Day Memo from ECDS Director sent to francophone Childcare Sector in French.
			-The Early Childhood Development Progress Report and Child Well Being Report Summary will be translated and made available in French.	-The *Early Childhood Development Progress Report and Child Well Being Report Summary* translated and made available in French.
	2.4 – Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	2.4 Prioritization of French language Services and strategies for service delivery.	-DCS/HA will realize a 10% increase in translations. In addition to total words, there will be an increase in the number of programs participating and the number documents.	-DCS/HA realized a 66 per cent increase in total words translated over the previous year. Total number of translated documents also increased from 48 to 99.
			-Building on the new translated Day Care Regulations and Standards, plans are underway for translation of; -The Regulations and Standards Manual; Sample Policy Manual Guidelines -The Tools and Resource Manual for Food and Nutrition.	Other ECDS Translations in 2011-12 include: *-Standards for the Daily Program in Licensed Child Care Facilities* *-Standards for Extended Hours Child Care* *-Standards for Family Home Day Care* *-Standards for Food and Nutrition in Regulated Child Care Settings* *-Standards for Level 1 Classification* *-Guidelines for Food and Nutrition*

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			-Adoption recruitment and other promotional tools will be translated into French.	- Foster Care bookmarks and recruitment posters were translated to French and distributed to CSAP schools and francophone community centres through District Offices. Foster Care information is now available on the DCS website in French.
	2.5 – Human Resources The capacity of the Public Service to provide services in French has increased.	2.5 Coordinated approach to deal with human resources issues related to the delivery of French-language Services.	-The new French-language Services Human Resources Guidelines will to be presented to DCS/HA's Human Resources and disseminated throughout our department and agencies for implementation.	-New French language services HR Guidelines presented to DCS- HR Team and Regional Management Teams. Managers now have tools to assist in selection process of francophone candidates and support to those employees presently enrolled in FLS training. HR Guidelines have been posted to DCS/HA Intranet site. Positions posted bilingual are tracked and reported on annually.
			-Revised DCS/HA French language Training Protocol will be sent to all Managers and posted on DCS/HA Intranet site.	-In collaboration with the DCS/HA WorkingWell Provincial Advisory Committee our organizational FLS Training Protocol was revised, distributed and posted on our intranet site.
			-FLS directory and database will help identify gaps in French services within DCS/HA and help connect FL Training to organizational needs.	- To improve service delivery to the Acadian and francophone community, a database of DCS/HA staff capable of offering services in French is presently being used to assist offices unable to offer FLS services themselves. - In 2011-12, DCS/HA utilized 118 FLS Training seats; 67 Beginner, 34 Intermediate and 17 Advanced. Forty-three per cent of our staff taking FLS training now find themselves at either the inter. or adv. level and are better prepared to offer French services; this is up from 18 per cent in '09-'10.
Objective 3 –Community Development and Capacity-Building Support the Acadian and francophone community in its long-term development and sustainability	**3.1 – Preservation and Growth of the Community** Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Comprehensive Development Plan 2009-2014.	3.1 Support community initiatives that address the needs of the Acadian and francophone community.	-ECDS will provide Early Childhood educators and parents opportunities to participate in information sessions in French ie; Food and Nutrition Standards and Guidelines.	-Early Childhood educators and parents were offered the opportunity to participate in information sessions in French (e.g. Food and Nutrition Standards and Guidelines and Day Care Regulations).
			- Acadian and francophone Early Child Care Centres, Family Home Day care providers and Agencies and Early Childhood Education program will have access to training opportunities and tools in French. ie; Child Abuse Protocol training.	-Our department's Early Childhood Development Services supported the expansion of two Acadian child care projects- La Garderie Familiale de Clare and La Garderie de Rive Sud in Lunenburg County.

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			Family and Community Support Staff will meet with the newly formed francophone Early Childhood Network to identify common goals opportunities for partnering.	-Family and Community Supports program met with the francophone Early Childhood Network to identify common goals and opportunities for partnering. -The Family & Youth Services Prevention Coordinator had conversations with organizations that work with women who have experienced intimate violence. As a result, a survey of all its NGOs was conducted to determine the level of French services that are provided.

Table 2 – Goals, Objectives, and Measures for 2012-2013:
(Community Services/Housing Authorities)

Goals, objectives, and measures for French-language services development and delivery are presented according to the specific objectives identified in the Nova Scotia Strategic Plan for French-language Services for 2009-2013.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	**1.1 – Administrative and Policy Framework** Acadian Affairs and its Minister fulfill their obligations pursuant to the French-language Services Act and Regulations.	*1.1 Applies to Acadian Affairs*	*1.1 Applies to Acadian Affairs*
	1.2 – Institutional Responsibilities Designated public institutions better fulfill their obligations pursuant to the French-language Services Act and Regulations.	1.2 Fulfill obligations determined in the French-language Services Act and enhance departmental capacity to deliver French-language Services.	- Support the work of Acadian Affairs and the implementation of the French-language Services Act by ensuring representation on the French-Language Services Coordinating Committee and sub-committees.
			-DCS/HA French language Training, Translation and Communication Protocols will be reviewed, updated, distributed and posted on DCS/HA intranet site.
			-FLS Coordinator will serve on interdepartmental FLS Coordinating sub-committees as needed. Will participate, with other government departments, in development of FLS Training evaluation framework.
			-FLS Coordinator will continue to serve on Réseau Santé in partnership with Acadian Affairs and Department of Health and Wellness. Bi-annual report will be prepared for senior management.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	**2.1 – Consultations** Designated public institutions deliver services that better respond to the priority needs of the Acadian and francophone community as identified through consultation.	2.1 Provide opportunities for Acadians and francophone community to contribute in provincial consultations.	-ECDS is developing a licensee's manual to assist operators interpret and apply the Day Care Regulations consistently. Plans will be made to provide an opportunity for the sector to provide feedback on the manual via online survey. The survey will be translated and participants will be invited to provide feedback in French. - There will be opportunities for DCS/HA programs and third-party service providers to meet, discuss and identify community priorities.
			- The C&Y Strategy Symposium in September 2012, the Leaders of Today summit in October 2012, and the Western Regional Youth Strategy Forum in May 2012 will provide an opportunity for francophone and Acadian youth and stakeholders to participate and contribute towards DCS' C&Y Strategy.
	2.2 – Internal Communications Public service employees are more knowledgeable about the approach being taken by the government to provide French-language services. They are more sensitive to cultural issues pertaining to the Acadian and francophone community and more aware of the requirements to communicate in	2.2 Increase employee awareness of French-language Services and Acadian culture and the francophone community.	- Promotion of French language training, *Acadie at a glance*, French Lunch & Learns, French clubs etc. Coordinator will develop lunch and learn kits to assist all 13 DCS/HA programs and regions facilitate their own sessions. Attendees will be tracked and reported on annually. Coordinator will assist programs and regions identify gaps in service and develop strategic plans to address service needs. - Expand National Acadian Day celebrations to all DCS/HA offices located in areas with high francophone concentration. - French languages services and webmaster will maintain DCS/HA's FLS intranet site.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Department Goals and Objectives – 2012-2013	Planned Measures – 2012-2013
	French; they promote services in French to the public.		
	2.3 – Communications with the Public Key stakeholders and the community better understand the approach being taken by the government to provide French-language services and they are more aware of the programs and services available to them.	2.3 Increase public awareness of the approach by government to provide French-language Services.	- DCS/HA will assure representation at Acadian and francophone community organizations and 3rd party service providers' AGMs e.g. FANE, FPANE etc. - DCS/HA will appropriately publish, distribute and post on departmental website all translated public documents and material as it is made available.
	2.4 – Service Delivery Services in French considered as priorities are identified, strategies or approaches for service delivery are implemented, and services are offered.	2.4 Prioritization of French language Services and strategies for service delivery.	ECDS intends to request translation of the following documents: -*Licensee's Manual for the Regulations and Standards* -*Reporting and Investigating Allegations of Abuse and Neglect: A Protocol for Child Care Practitioners Working in Regulated Child Care and Child Protection Staff* and *Child Care and Child Welfare: Working Together for Children - A Training Program for Licensees and Child Care Staff - Participant Handbook* -*Overview of the Comprehensive Program Consultation* -*Proposal for Starting a Licensed Child Care Facility* -*Documents related to Early Intervention* -*Orientation for Staff Working in Licensed Child Care Facilities* (estimated completion- June 2012) -*Family Home Day Care Providers – Duty to Report* (pamphlet currently being developed)
	2.5 – Human Resources The capacity of the Public Service to provide services in French has increased.	2.5 Coordinated approach to deal with human resources issues related to the delivery of French-language Services.	- Promotion and support of staff wishing to participate in French Lunch & Learn sessions, *Acadie at a glance*, French clubs etc. -Disseminate FLS training information through managers/directors and post on FLS intranet site. -Track and identify training needs for all 13 DCS/HA teams and set targets with each team. -DCS/HA will compile an up-to-date directory of staff capable of offering French services. The directory and database will also be used to help DCS/HA identify FLS training needs/gaps by specific locations and program areas. Tracking staff progression following each training session will help us monitor and evaluate FLS training's effectiveness.
Objective 3 – Community Development and Capacity-Building Support the Acadian and francophone community in its long-term development and sustainability	**3.1 – Preservation and Growth of the Community** Government has helped Acadian and francophone community organizations realize objectives expressed in the community's Comprehensive Development Plan 2009-2014.	3.1 Support community initiatives that address the needs of the Acadian and francophone community.	-ECDS has set goals to deliver the Child Abuse Protocol training in French. In addition, a Francophone facilitator has been employed to offer the orientation for staff working in licensed child care facilities in French (the department has contracted Child Care Connections NS to facilitate the delivery this program).
			Child and Youth Strategy; - Acadian and francophone youth will be included in all youth focused events in 2012-2013 (e.g. C&Y Youth Strategy Symposium and Leaders of Tomorrow Summit both to be held in the fall of 2012). Eastern Region C&Y Strategy; -An ongoing effort is being made to strengthen connections between Eastern Regional Child and Youth Strategy and the Acadian and francophone community. Eastern Child & Youth Strategy specialist will sit on the new ÉcolesPlus Advisory Committee at Écoles Beauport and Pomquet. Western Region C&Y Strategy; -Acadian representation will be sought on the local Child and Youth Network (subcommittee for the Child and Youth Strategy).
			- Youth Development Initiative funding will allow for expansion of *Voices: A Program of Self-Discovery and Empowerment for girls* to CSAP Schools in Western region.